Palliative Care Program Name

Journey Mapping Workshop #1

Agenda

Date, time and location

1. Welcome
2. Introductions
3. Traditional opening (Elder name)
4. Palliative care program (name) overview

* Vision and intent

1. Overview of Journey Mapping and the Palliative Care Pathway

* Background, definition and purposes

1. Set workshop ground rules (see tips below)
2. Review of the *Community Readiness for Palliative Care Program Development Worksheets*

* Table 1: Assessment of local health infrastructure & palliative care services
* Table 2: Where are palliative care services being provided?
* Table 3: Assessing Community Strengths
* Table 4: Assessing & Prioritizing Gaps in Services and Challenges to Overcome
* Table 5: Plan for Action

1. Overview of the:
   1. Nine stage palliative care pathway diagram
   2. Documenting the current state worksheet
2. Discussion of next steps

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| **Tips for a Successful Journey Mapping Workshop:**   * Select a meeting location convenient to all participants * Begin and end on time * Mute and put away cell phones / take conversations outside of the room * Begin with a traditional opening * Include storytelling throughout the workshop * Focus on the community and the client * Take breaks as scheduled * Network with new faces during break times |